

i. Outline

FLOOD & STORM WATER EMERGENCY RESPONSE PLAN

Upon Discovery of a Flood/Storm Water Emergency

All Staff

Call **4444** to report the location and severity of the flood.
Assist with the area response if required

Reception/Kingston Hospitals' Security Operations Centre

Make necessary Flood announcement and notifications to Maintenance, Security, Occupational Health, Safety & Wellness/Infection Prevention & Control and Housekeeping.
Refer to Page 7

Maintenance

Investigate whether the issue is infrastructure based, construction project or weather related.

Housekeeping

Report to the area with flood kit supplies and attempt to contain the flood. Check areas beside, above and below for more flooding

Security

Attend to assess severity, provide scene control and assist with set up of the Incident Command Centre

Infection Prevention & Control

Determine and resolve the infection prevention & control impact and monitor remediation actions

Delegate personnel for response and distribute available supplies (absorbent mats, "socks" mops (from laundry room on level 3), buckets, blankets, etc.) for absorbing the flooding to affected areas

Upon Hearing Flood Response Required Announced Overhead

All Staff

Do **not** call Reception unless it is urgent
Assist with the area response if required

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1.0 General Overview

1.1 Plan to Be Used In Case of a Flood

This plan will be utilized if there is a flooded area within the Home. A flood by definition is: a very large amount of water (or contaminated water/sewage) that has overflowed from a source such as a river, roof or a broken pipe onto a previously dry area. Many resident home services may be impacted. As a result, this plan is in place to effectively and efficiently manage the effects of a flood in the Home.

1.2 Authority to Declare a Flood

Anyone that is aware of a flooded area within the building that has the potential for considerable damage (e.g. electronic or sensitive equipment, resident records, potential for mould growth or structural damage) is authorized to activate the Flood & Storm Water Emergency Response plan. Facility based flooding will occur immediately related to burst pipes, infrastructure failure or construction projects. Weather related floods develop slowly during an extended period of rain or in a warming trend following a heavy snow. Catastrophic floods are associated with burst dams, hurricanes, tsunamis and earthquakes.

1.3 What Flooding Can Do

Flooding can cause site erosion, structural and nonstructural building damage, the destruction or impairment of utilities and mechanical equipment, damage to or loss of contents, health threats from contaminated floodwater, electrical shock and temporary or permanent closure. In addition, off-site flooding can block access routes to and from the site.

Site damage - Resident home grounds may be subject to erosion, with the possible loss of soil and damage to paved areas, including access roads. Large amounts of debris and sediment can accumulate on the site, especially against fences.

Structural damage – Foundations can be eroded, destabilizing or collapsing walls and heaving floors. Roofs are exposed to all elements which can lead to wear and damages. Roof damage is common during the winter months because of the massive amount of weight added by annual snowfall and ice accumulation.

Infrastructure damage – the source of the flood may be from damaged, aged or malfunctioning existing infrastructure (pipes, sprinklers, heating and cooling systems) causing a partial or complete loss of functionality.

Saturation damage – Saturated walls and floors can lead to plaster, drywall, insulation, and tile damage, mould and moisture problems, wood decay, and metal corrosion.

Utility system damage – Electrical wiring and equipment can be shorted and their metal components corrode. Ductwork can be fouled and expensive heating

and cooling equipment ruined. Storage tanks can be displaced and leak, polluting the areas around them. Sewers can back up and contaminate the water supply and building components

Contents damage – Resident home furniture and property, diagnostic equipment, computers, files, books, lab materials and equipment, food services goods and equipment can be damaged or contaminated.

Health threats – Mould growth and contaminants in flooded resident home areas can pose significant health threats to residents and staff.

Resident home closure – Flooded areas of the resident home must be closed during cleanup and repair. The length of closure and the ability of the affected resident home area to return to normal business is dependent on the severity of the damage and lingering health hazards. It may also depend on how quickly disaster assistance is made available for cleaning and repair.

1.4 Preventing or Mitigating Flood Damage

Reducing or eliminating damage caused by potential flooding is difficult to predict in the Home. The goals of the Home when faced with flooding are to ensure that:

1. operations can continue without interruption, and;
2. the Home suffers the least possible amount of physical damage, and;
3. the infection prevention and control impact is resolved

Some practical measures may be undertaken:

- Provide off-site computer backup storage for electronic resident home records
- When replacing mechanical and electrical equipment, devise ways of elevating or flood-proofing
- Consider relocating records and information technology to a higher level
- Add, clean or repair check valves in sewer lines to prevent sewage from backing up into the resident home
- Have sump pumps available
- Consult with engineers or planning experts before attempting structural upgrades or construction that may affect the integrity of the infrastructure
- Determine which staff, materials, procedures and equipment are absolutely necessary to protect the Home and keep it operating

1.5 Recovering From a Flood

In the event of a large-scale flood, precautionary steps may need to occur before transitioning back to 100% normal home operations. Do not enter an area if:

- Floodwater remains in or around the building (it may be electrically charged or contaminated)
- The building appears to be damaged (masonry cracks, wall or roof sagging, or other structural distress)
- You smell gas or hear a hissing or blowing sound
- There are downed electrical wires in the vicinity or any sign of electrical damage (office equipment damp or wet)

1.6 Weather monitoring

Monitoring of weather alerts will be conducted by the Mobile Patrol Supervisor. Any notifications of a storm or rainfall warning will result in increased patrols of areas prone to flooding.

1.7 Areas Prone to Flooding

Below-grade areas of the building are by nature more prone to flooding due to storms or external water infiltration.

1.8 Notification

All areas affected by flooding will be notified by overhead announcement. Services dependent on these affected areas will be notified by email or phone, if applicable.

1.9 Incident Command Centre

In the event of a flood the Protection Services department will immediately establish an Incident Command Centre¹ and notify reception of the location. The Home Administrator/Delegate will assume command and coordinate the response activities.

1.10 Definitions

Flood

This is a very large amount of water that has overflowed from a source such as a river or a broken pipe onto a previously dry area. An accumulation of fluid that:

- Wets fixed porous materials such as drywall, carpeting, ceiling tiles, wooden or fabric furniture, etc. and/or
- Covers a water-impervious area that will require more than 14 minutes to remove the water

Remediation

Refers to the general clean up, repair, or replacement of building components after water intrusion

Water Intrusion

This is the entry of environmental (rain), potable (broken water pipe), damaged infrastructure systems (HVAC or sprinkler) or sewage (pipe break or backup) into a building's interior spaces, requiring actions beyond simple removal.

¹ "Incident Command Centre" is a centrally located space available to coordinate and manage resources.

1.11 Flood supplies

There are absorbent mats and “socks” in the laundry room on level 3.

2.0 Response & Recovery – All Staff

Response

2.1 Upon Discovery of a Flooded Area

All Staff

- Call Reception at **4444** to report the flood if there is potential for considerable damage (e.g. electronic or sensitive equipment, resident records, potential for mould growth or structural damage)
- Notify staff in the immediate area to activate the Flood & Storm Water Emergency Response plan
- Look for any potential flood-related hazards in the affected area to ensure the integrity and safety of Home property
- Take necessary steps/precautions to mitigate water damage to personal and Home property in the affected area

2.2 Upon Receiving Notification That There is a Need to Activate the Flood & Storm Water Emergency Response Plan

All Staff

Do Not Call Reception Unless It Is Urgent

- Return to your area of work to assist with the area response, if required
- The water from all floods should be considered contaminated until proven otherwise
 - Reference Code Brown – Biological Spill for more information on dealing with contaminated water
- Consider which staff, materials, procedures and equipment in your area are absolutely necessary to protect and keep functioning
- Use outlets in areas that are NOT affected by the flooding or have Ground Fault Interrupt (GFI) protection
- Isolate and refrain from entering any areas affected by the flood
- Lower all non-ambulatory resident electric beds to the lowest level on units where flooding has occurred. Beds that are in direct contact with water should be unplugged; if safe to do so, and staff should not use functions that require electricity
- Report to your immediate supervisor any critical functions affected by the flood, so they can notify the Incident Command Centre
- Do not use elevators in the vicinity of the flood
- A multidisciplinary team (Infection Prevention & Control, Maintenance, Housekeeping, Protection Services, Occupational Health, Safety and Wellness and

staff from affected area) need to conduct an inventory of all water-damaged areas, building materials and furnishings.

- Assume areas below and adjacent to the flooding have been affected. Investigate and confirm
 - Check rooms where water may have seeped in under the door
 - If drywall, carpet or other materials have been soaked the area must be dried within 24 hours to avoid mould growth.
- Any flooding in a food preparation area requires the input of Public Health
- Await further instruction from the Incident Command Centre
- Be prepared for partial or full evacuation of affected areas
- Refer any media inquiries to the Communications office

Recovery

2.3 Upon Notification That the Crisis Has Concluded

- Notify appropriate department if hidden water damage is found
- Refer any media inquiries to the Communications office
- Resume normal duties

3.0 Response & Recovery – Reception

(After normal Reception hours the 4444 number is answered by the Kingston Hospitals’ Security Operations Centre Operator and will perform all Reception job actions listed below)

Response

Caller information:

Name & Title:	
Location of flood:	
Type of flood:	

After Being Contacted by the Incident Command Centre

Location of the Incident Command Centre:	
Contact Number for Incident Command Centre:	

3.1 Upon Receiving Notification that there is a Need to Activate the Flood & Storm Water Emergency Response Plan

- Notify:
 - Kingston Hospitals’ Security Operations Centre at **3242 from Reception Console or 613-548-2484 from an external line**
 - Facilities Manager/delegate, if not already aware
 - Director of Housekeeping/delegate
 - Infection Prevention & Control Practitioner (after hours notify on call person)
 - Administrator On-Call (**after hours only**)
 - Director of Information Services/delegate
- Announce overhead three times **“FLOOD RESPONSE REQUIRED – Location”**
- Refer any media inquiries to Communications office
- Look for any potential flood-related hazards in the affected area to ensure the integrity and safety of Home property

- Take necessary steps/precautions to mitigate water damage to personal and Home property in the affected area

Recovery

3.2 Upon Notification That the Crisis Has Concluded

- Once notification is given by the Incident Commander, announce over the public address system three times, “**FLOOD, location, ALL CLEAR**”
- Participate in debriefing session, if requested

4.0 Response & Recovery – Maintenance

Response

4.1 Upon Receiving Notification That There is a Need to Activate the Flood & Storm Water Emergency Response Plan

Facilities Manager/Delegate

- Investigate whether the issue is infrastructure based, construction project or weather related
- Determine the cause and magnitude of the flood, and appropriate containment and clean up response required
- Notify Planning Office and/or contractor construction company if warranted
- Consider the impact to the Home, if the source of the flood is from existing infrastructure (pipes, sprinklers, heating and cooling systems) causing a partial or complete loss of functionality
- Direct Maintenance staff to repair, contain and assist with clean-up of flood water utilizing recommendations from departmental protocols. Liaise with Infection Prevention & Control and other impacted departments for response
- If water is from the sanitary sewer system, notify Public Utilities Kingston. Notify Occupational Health, Safety & Wellness /Infection Prevention & Control. Ensure PPE is used by responding staff
 - Reference Code Brown – Biological Spill for more information on dealing with contaminated water
- Notify Infection Prevention & Control of any disruption to water supply to resident care areas and allow sufficient time for the implementation of alternative arrangements if disruption is warranted for repairs (**Refer to Appendix B**)
- Liaise with and provide status updates to the Incident Commander on the response to the incident
- If the water damage cannot be repaired or was not dried out within 48 hours, refer to Administrative Manual – Environmental Management Policy #ADM-EM-34, Mould Detection and Remediation Remediation policy
- Assume role of Operations Officer in the Incident Command Centre – **refer to page 16**

Maintenance Staff

- Respond to affected areas based on priority need as designated by Facilities Manager/Delegate

- Respond to affected area with the available supplies (mops, buckets, etc.) for absorbing the flooding (absorbent mats, “socks”, and mops from laundry room on level 3)
- Put on flood personal protective equipment (overalls/gown, gloves, mask with visor, boots, etc.)
- Assist with containing the spread of the flood water using supplies
- Look for any potential flood-related hazards in the affected area to ensure the integrity and safety of Home property
- Take necessary steps/precautions to mitigate water damage to personal and Home property in the affected area
- Perform any plumbing/maintenance repairs required in response to the incident
- Open any concealed spaces that have been wet (drywall, ceiling space) to facilitate drying, in consultation with Infection Prevention & Control.
- Perform response and recovery functions as authorized by the Facilities Manager/Delegate (**Refer to Appendix A**)

Recovery

4.2 Upon Notification That the Crisis Has Concluded Facilities Manager/Delegate

- Prepare for a debriefing with Facilities staff

Maintenance Staff

- Remove flood personal protective equipment, decontaminating as required
- Follow up with Occupational Health, Safety and Wellness, if required
- Participate in a debriefing session
- Resume normal duties

5.0 Response & Recovery – Protection Services

Response

5.1 If aware of a weather-related flood watch/heavy rain forecast

Protection Services On-Call Manager

- Request the Security Officers to increase patrols in flooding prone areas (levels 0 and 1). Exterior checks should be completed as well

5.2 Upon Receiving Notification That There is a Need to Activate the Flood & Storm Water Emergency Response Plan

Kingston Hospitals' Security Operations Centre

If not already aware, notify:

- Director of Protection Services/Delegate²
- Mobile Patrol Supervisor
- Monitor weather via internet and report any updates to the Incident Command Centre regarding the flood if the cause was weather related
- Communicate any flood watch information from weather updates to other facilities' Administrators/Delegates if instructed by the Incident Commander
 - Providence Care Hospital: 613-544-4900
 - Kingston General Hospital: 613-548-3232
 - Hotel Dieu Hospital: 613-544-3310
- If authorized by the Incident Commander, activate the Emergency Notification System (Call-Em-All)**
 - Refer to the Call-Em-All instruction book
 - Record and send the following message to Primary, Secondary and Primary and Secondary Alternate contacts for Providence Manor:
 - Use the following statement for the Call-Em-All notification:**
Attention please, this is a message from Providence Care Protection Services. There has been a major flood at, Providence Manor. You are requested to return to the Home to assess the impact of the flood on your department.

Director of Protection Services/Delegate

- Determine the cause and magnitude of the flood, and coordinate the appropriate response
- Ensure Managers of Emergency Management and Security are contacted, if not already aware

² "Delegate" is the next level of appointed authority. In this case the Protection Services On-call Manager

- Respond to Providence Manor to provide assistance, as necessary

Representative, Protection Services³

- Coordinate the Security response to the flood in collaboration with the Incident Commander
- Plan and implement traffic restrictions to/through the site and provide direction for alternate routes
- Assume role of Logistics Officer in the Incident Command Centre – **refer to page 12**

Mobile Patrol Supervisor

- If required, collect extra radios for use by the site for the duration of the flood/storm water emergency response
- Report to the area to assess level of severity, isolate the area and provide scene control
- Look for any potential flood-related hazards in the affected area to ensure the integrity and safety of Home property
- Take necessary steps/precautions to mitigate water damage to personal and Home property in the affected area
- Assist with the set-up of the Incident Command Centre, if required
- Provide Incident Commander with a detailed preliminary report of the incident
- Source signage and barriers to isolate affected areas including elevators
- Assist with re-routing of traffic flow (staff, residents, visitors, etc.) in affected areas
- Provide assistance, as required, for response and recovery efforts
- Oversee Security Officers' response, if applicable

Security Officer, if applicable

- Provide security functions as directed by the Mobile Patrol Supervisor for response and recovery efforts

Recovery

5.3 Upon Notification That the Crisis Has Concluded Kingston Hospitals' Security Operations Centre

If not already aware, notify:

- Director of Protection Services/Delegate
- Mobile Patrol Supervisor

³ Representative includes but is not limited to the following; Director of Protection Services; Manager of Emergency Management, Parking & Security Operations Center; Manager of Security & Life Safety; Emergency Management Coordinator; Corporate Security Supervisor; Mobile Patrol Supervisor.

Mobile Patrol Supervisor

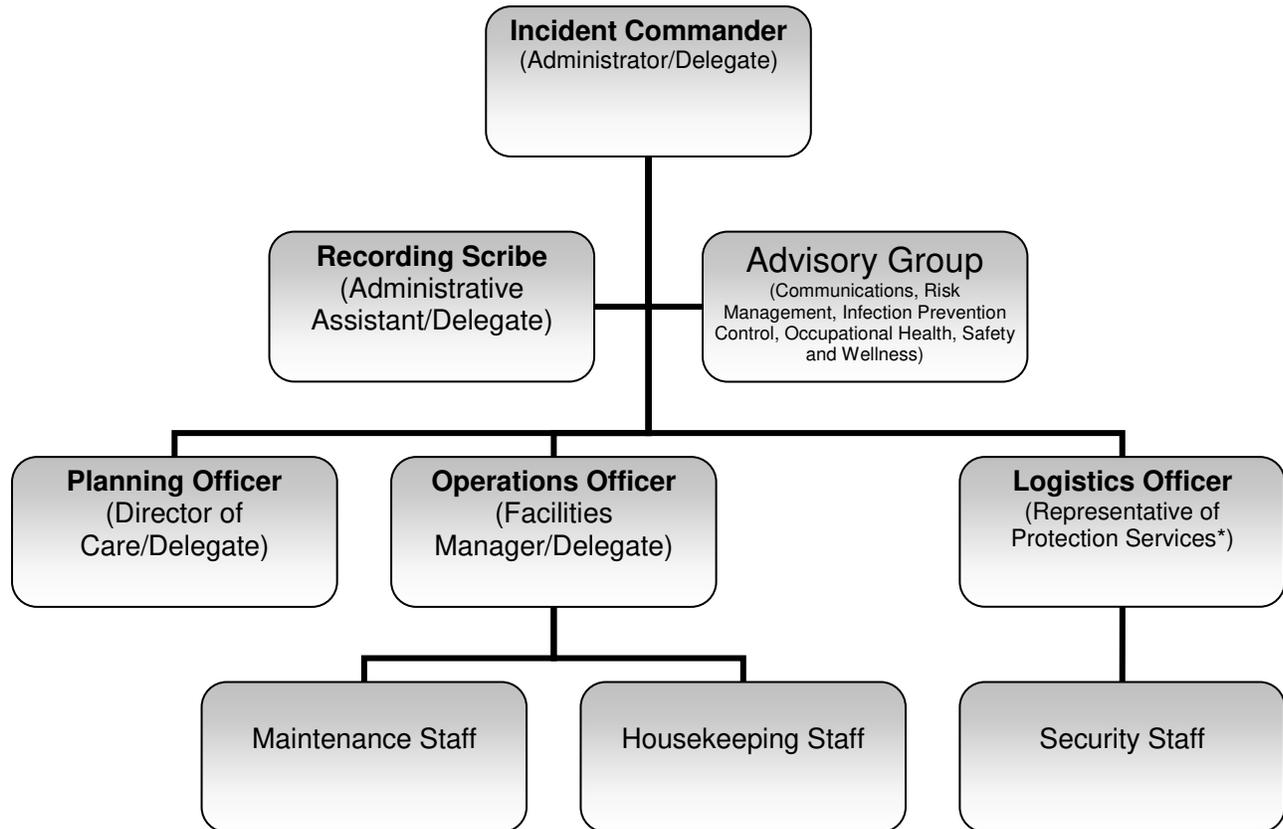
- Collect all extra radios used during the incident
- Ensure that all documentation is collected for debrief preparation
- Dismantle the Incident Command Centre if activated and update supplies as needed
- Ensure that a comprehensive security report is filed immediately
- Participate in a debriefing session

Security Officer, if applicable

- Resume normal duties

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6.0 Incident Command Centre



*Representative includes but is not limited to the following; Director of Protection Services; Manager of Emergency Management, Parking & Security Operations Center; Manager of Security & Life Safety; Emergency Management Coordinator; Corporate Security Supervisor; Mobile Patrol Supervisor.

Response

6.1 Upon Receiving Notification That There is a Need to Activate the Flood & Storm Water Emergency Response Plan

Incident Commander - Administrator/Delegate

- Establish the Incident Command Centre
- Notify Reception of the location and contact information for Incident Command
- Appoint the following positions, only if the regular assigned persons are not available
 - Operations** _____
 - Planning** _____
 - Logistics** _____

- Recording Secretary** _____

- Notify:
 - Infection Prevention & Control of the incident
 - Communications office
 - Provide update to the Communications office, and if required determine what internal or external messaging needs to be provided
 - Occupational Health, Safety and Wellness
- Assess adjacent to (beside, above and below) the flooding for migrating water or water damage as a result of the flood, including building materials (drywall, flooring, etc.) and equipment/supplies/furniture
- Ensure that potentially affected areas containing valuable assets are checked thoroughly (patient records, expensive clinical equipment and supplies, information technology infrastructure or equipment, etc.) for additional flooding**
- Notify Risk Management
 - If the incident is expected to cost more than \$5000 for clean-up and repair:
 - Ensure a SafetE-Net Report is submitted online
 - Ensure required information for insurance purposes is gathered
- If the cause of the flood is weather related, consider having Kingston Hospitals' Security Operations Centre communicate flood watch information to Security at Providence Care Hospital, Hotel Dieu Hospital and Kingston General Hospital sites and continue to monitor weather information
- Regularly assess risk (structural, utility, saturation, contents, health threats) and authorize flood response and recovery efforts
- Presume that areas adjacent to (beside, above and below) the flooding are also affected until they are investigated and ruled out
- Ensure that potentially affected areas containing valuable assets are checked thoroughly (records, valuable resident-care equipment and supplies, information technology infrastructure or equipment, etc.) for additional flooding**
- Provide solutions for potential additional hazards and complications impacting the Home if the source of the flood was infrastructure related (sprinkler system, sewage pipe, water heated radiators)
- Review potential electrical issues (outlets, smoke alarms, equipment) and authorize implementation of by-pass procedures, as required
- Liaise with Infection Prevention & Control regarding impact from water damage

- Consider the impact to resident care and liaise with appropriate leadership staff based on affected area
- Liaise with Communications to provide communication updates regarding incident internally and externally, if required
- Establish business cycle to receive status reports from Operations, Logistics and Planning Officers
- Prepare to provide a situational report to the President & CEO/Delegate
- Liaise with the President & CEO/Delegate and assess the need to activate the Corporate Emergency Operations Center (EOC) and call back of Program Directors
- Be prepared to transfer command to a higher authority (e.g. President & CEO/Delegate)
- If required, notify the Kingston Hospitals' Security Operations Centre (**613-548-2484**) to call Providence Care primary fan out contact members and have them report to PM Incident Command or the Corporate EOC at PCH
- Authorize staff fan-out lists, as required, in consultation with Director of Care/Management Team
- Ensure the EOC is appropriately informed of any identified risk issues, if active

Planning Officer – Director of Care/Delegate

- Provide progress updates to the Incident Commander
- Provide assistance to Maintenance staff by allocating and deploying staff as necessary to manage the flood and to assist with the resumption of normal functions
- If applicable, liaise with Operations Officer/Planning Office to call in a private remediation company to manage the flood and assist in the return of normal functions to the Home
- Consider the implication of the flood on resident care
- Ensure continuation of resident care in the remainder of the Home

Operations Officer – Facilities Manager/Delegate

- Take necessary steps to ensure the flood is not increasing
- Consider re-routing of flood water into existing drains, toilet drainage holes etc.
- Regularly assess risk (structural, utility, saturation, contents, health threats such as cross contamination of potable water supply) and make recommendations on flood response and recovery efforts
- Review potential electrical issues (outlets, smoke alarms, equipment) and determine if by-pass procedures should be implemented
- Provide assistance to Housekeeping by allocating and deploying staff as necessary to manage the flood and to assist with the resumption of normal functions

- If applicable, liaise with Planning Office and/or private remediation company to manage the flood and assist in the return of normal functions to the Home

Logistics Officer – Representative of Protection Services

- Look for any potential flood-related hazards in the affected area to ensure the integrity and safety of Home property
- Take necessary steps/precautions to mitigate water damage to personal and Home property in the affected area
- Ensure Security requirements to manage the flood incident are provided (i.e. barriers)
- Ensure the extent of the flood is documented by video recorder or digital camera
- Consider whether a search of the Home should be conducted to account for areas affected by the flood
 - Gather and prepare search team kits, if required
 - Contact available staff to prepare to assist in the search of the Home, if required
 - Be prepared to coordinate search teams, and security staff actions, if required
- Provide radio communication as necessary to Incident Command Centre
- Prepare for the termination of the emergency and any debriefing requirements
- Ensure the continuation of Security functions in the remainder of the Home

Advisory Group

- Provide information and resources to the Incident Commander as required

Recording Secretary – Administrative Assistant

- Document response actions and communication within the Incident Command Centre

Recovery

6.2 Upon Notification That the Crisis Has Concluded

Incident Commander

- Upon notification that the flood incident has been resolved authorize Reception to announce an “All Clear”
- Ensure appropriate recovery actions are taken by staff (area cleared, damaged areas repaired)
- Prepare for a debriefing with Incident Command Centre and Emergency Operations Centre, if activated
- Instruct staff to resume normal duties
- Review legislative requirements for reporting of incident

Planning Officer

- Prepare for a debriefing with the Incident Command Centre

Operations Officer

- Debrief staff on lessons learned and procedural/equipment changes needed
- Instruct staff to resume normal duties

Logistics Officer

- Ensure replacement of flooding response and search kit supplies, if utilized
- Compile any reports for debriefing

Recording Secretary

- Document recovery actions and communication within the Incident Command Centre

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7.0 Response & Recovery – Housekeeping

Response

7.1 Upon Receiving Notification That There is a Need to Activate the Flood & Storm Water Emergency Response Plan

Facilities Manager/Delegate

- Upon notification that an area is flooded, direct Housekeeping staff to ensure measures are taken to contain the flood
- Assess adjacent areas (beside, above and below) the flooding for migrating water or water damage as a result of the flood, including building materials (drywall, flooring, etc) and equipment/supplies/furniture.
- Ensure that potentially affected areas containing valuable assets are checked thoroughly (patient records, expensive clinical equipment and supplies, information technology infrastructure or equipment, etc.) for additional flooding**
- Direct Housekeeping staff to assist as required with water removal, drying processes, or surface cleaning and disinfection following departmental procedures
- Liaise with and provide status updates to the Incident Commander on the response to the incident
- Assume role of Operations Officer in the Incident Command Centre – **refer to page 15**

Housekeeping Staff

- Respond to affected areas based on priority need as designated by Facilities Manager/Delegate
- Respond to affected area with the available supplies (mops, buckets, blankets, etc.) for absorbing the flooding.
- Don flood personal protective equipment
- Assist with containing the spread of the flood water using supplies
- Look for any potential flood-related hazards in the affected area to ensure the integrity and safety of Home property
- Take necessary steps/precautions to mitigate water damage to personal and Home property in the affected area
- Assist with clean-up of the flood water and affected areas surrounding the incident

Recovery

7.2 Upon Notification That the Crisis Has Concluded

Facilities Manager/Delegate

- Ensure all flooded and affected surrounding areas have been cleaned
- Discuss with Clinical Staff/ Facilities Operations, Infection Prevention and Control, and Maintenance when fans/dehumidifiers should be shut off based on the construction of the area affected by flooding
- Doff flood personal protective equipment, decontaminating as required.
- Follow up with Occupational Health, Safety and Wellness, if required
- Liaise with Facility Operations & Maintenance to ensure all damaged structures and wet materials have been replaced (e.g. linens, curtains, carpets, drywall, ceiling tiles, etc.)
- Attend debrief session

8.0 Response & Recovery – Infection Prevention & Control

Response

8.1 Upon Receiving Notification That There is a Need to Activate the Flood & Storm Water Emergency Response Plan

Infection Prevention & Control Practitioner/Delegate

- Report immediately to the area that is flooded to assess and resolve the Infection Prevention & Control impact
- Determine the risk of contamination in the flooded area
 - If water is contaminated with fecal material, Infection Prevention & Control will advise on modifications to personal protective equipment
 - Reference Code Brown – Biological Spill for more information on dealing with contaminated water
- Provide input regarding clean up and remediation procedures
 - Recommend barriers necessary, negative or positive pressure air movement, traffic routes, etc.
 - Monitor remediation actions, especially if the remediation utilizes barriers, negative pressure, etc.
- Halt any work that is proceeding with inadequate barriers; walk off mats or other breaches in Environmental Management Policy Manual, sections ADM-EM-34 (Mould Detection and Remediation) and the Infection Prevention and Control Policy Manual,ADM-IC-20 (Construction, Renovation And Maintenance)
-
- Ensure plans that include measures needed to protect residents, visitors and staff from drying activities are reviewed **before** the start of the project
- Assist in the planning for potential disruption of water (**Refer to Appendix B**)
- Coordinate with Occupational Health, Safety & Wellness when construction/renovation or remediation may have an impact on staff working in the area

Recovery

8.2 Upon Notification That the Crisis Has Concluded

Infection Prevention & Control Practitioner

- Ensure remediation actions are complete, as outlined in Infection Prevention & Control Policy Manual, ADM-EM-34 (Mould Detection and Remediation) and ADM-IC-20 (Construction, Renovation And Maintenance)
- Attend debrief session

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9.0 Response & Recovery – Information Services

Response

9.1 Upon Receiving Notification That There is a Need to Activate the Flood & Storm Water Emergency Response Plan

Director & Chief Information Officer, Information Management & Technology /Delegate

- Upon notification that an area is flooded, ensure measures are taken to prevent damage to Information Services equipment
- Ensure back up procedures functioning to prevent loss of information technology services
- Look for any potential flood-related hazards in the affected area to ensure the integrity and safety of Home property
- Take necessary steps/precautions to mitigate water damage to personal and Home property in the affected area
- Take necessary steps to rectify any loss of information technology services

Recovery

9.2 Upon Notification That the Crisis Has Concluded

Director & Chief Information Officer, Information Management & Technology /Delegate

- Ensure all areas have information technology services
- Attend debrief session

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10.0 Appendix A – Remediation Actions

NOTE: all applicable actions from Section sections ADM-EM-34 (Mould Detection and Remediation) and ADM-IC-20 (Construction, Renovation and Maintenance) need to be followed. Population Risk Group, Construction Activity Type and Preventive Measure Analysis need to be established for each area under remediation.

WET ITEM	ACTIONS	MRP
Carpet (sewage contamination)	Remove excess water Discard carpet	Housekeeping Maintenance
Carpet (Wet Less than 48 hours)	Extract water Shampoo or steam clean carpet (all furniture, cabinets, etc., need to be removed from area)	Housekeeping
Carpet (Wet More than 48 hours)	Extract water Discard carpet	Housekeeping Maintenance
Ceiling Tile	Remove and discard tile(s)	Maintenance
Drywall	Remove drywall and insulation (if present) to 30 cm (12 inches) above wet mark, and discard. <ul style="list-style-type: none"> ▪ If more than 48 hours, and more than 1 square meter is involved, a mould remediation specialist may need to be consulted. 	Maintenance
Electrical	Must be inspected by an electrician and/or electrical safety authority. <ul style="list-style-type: none"> ▪ Electric circuit breakers, GFI's (Ground Fault Interrupters) and fuses that have been wet need replacing. ▪ Switches and outlets can be cleaned and reused (if in doubt, throw them out). ▪ Electric motors, light fixtures, etc., need to be opened, cleaned and air dried by a qualified person 	Maintenance
Files/Papers (Essential)	Dry, photocopy, discard if possible	Medical Records
Files/Papers (Non-Essential)	Discard	Housekeeping Medical Records
Laminate Surfaces (Good Condition)	Dry, and clean with disinfectant solution	Housekeeping
Laminate Surfaces (Poor Condition)	Discard	Housekeeping
Upholstered Furniture	<ul style="list-style-type: none"> ▪ Flood due to drinking (potable) water: <ul style="list-style-type: none"> ○ Dry within 24 hours and monitor for mould ○ >24 hours: dispose ▪ Flood due to floods, roof leaks, sewage backup or ground water: <ul style="list-style-type: none"> ○ Dispose 	Housekeeping

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11.0 Appendix B – Water Disruption Considerations

<u>RISK</u>	<u>INTERVENTIONS</u>	<u>MRP</u>
Lack of potable water for drinking and food preparation	Schedule interruptions for low activity times Obtain/provide potable water for consumption (potable water can be arranged through Food and Nutrition Services)	Maintenance, Materials Management, Food and Nutrition Services
Lack of water for handwashing	Use disposable hand cleaning towelettes for hand cleaning: residents and personnel, then use alcohol based hand -sanitizer	Nursing, Materials Management
Lack of water for flushing toilets, resident bathing	Obtain water supply for bathing and cleaning Use waterless bathing system i.e. Bath-in-a-bag (may have to be procured through 3SO). Use bedpan / commode liners to dispose of human waste as an alternate to use of toilets	Maintenance, Materials Management
Contamination of potable water supply-during disruption	Ensure all air and stagnant water is removed from pipes once flow re-established Ensure proper disinfection of water supply by chlorination	Maintenance, City of Kingston Public Utilities
Lack of water for using command centres for disinfectants in mop pails for cleaning	Use ready-to-use (RTU) formulation of Accel Intervention disinfectant. For cleaning reusable client equipment use Accel Intervention disposable wipes.	EVS, Facility operations maintenance

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12.0 Appendix C - Valve Listing For Isolation

DHW=Domestic Hot Water, DCW=Domestic Cold Water, HHW=Heating Hot Water

Valve Number	Area shuts off	Type of Liquid	Close Door Number location	Area Located
501	Mont hallway to link. Levels 5,4,3	DHW	1-5067	M5
502	Mont hallway to link. Levels 5,4,3	DCW	1-5067	M5
503	Mont dining rooms. Levels 5,4,3	DHW	1-5066	M5
504	Mont dining rooms. Levels 5,4,3	DCW	1-5066	M5
505	Bay Levels 5,4,3	DHW	1-5047	Bay and Mont
506	Bay Levels 5,4,3	DCW	1-5047	Bay and Mont
507	Syd Levels 5,4,3 and Dining rooms	DHW	1-5017	Syd
508	Syd Levels 5,4,3 and Dining rooms	DCW	1-5000	Syd
509	Link Levels 5,4,3	DHW	1-5085	Mon
510	Link Levels 5,4,3	DCW	1-5085	Mon
511,512,513,514	Main Levels 5,4,3	DHW	Pent House 1	Mon
515,516	Mont Home Wide	HHW	Pent House 2	Ord
517	Mont Home Wide	HHW Supply	Pent House 2	Ord
518,519	Syd Home Wide	HHW	Pent House 3	Syd
520	Syd Home Wide	HHW Supply	Pent House 3	Syd
521,522	Levels 0,1,2	DHW and Make up	Mechanical Room 1-011	Mon
523,524	Home Wide	Chiller Water	Mechanical Room 1-011	Mon
525	Home Wide	All Water Supply to the Home	Mechanical Room 1-011	Mon

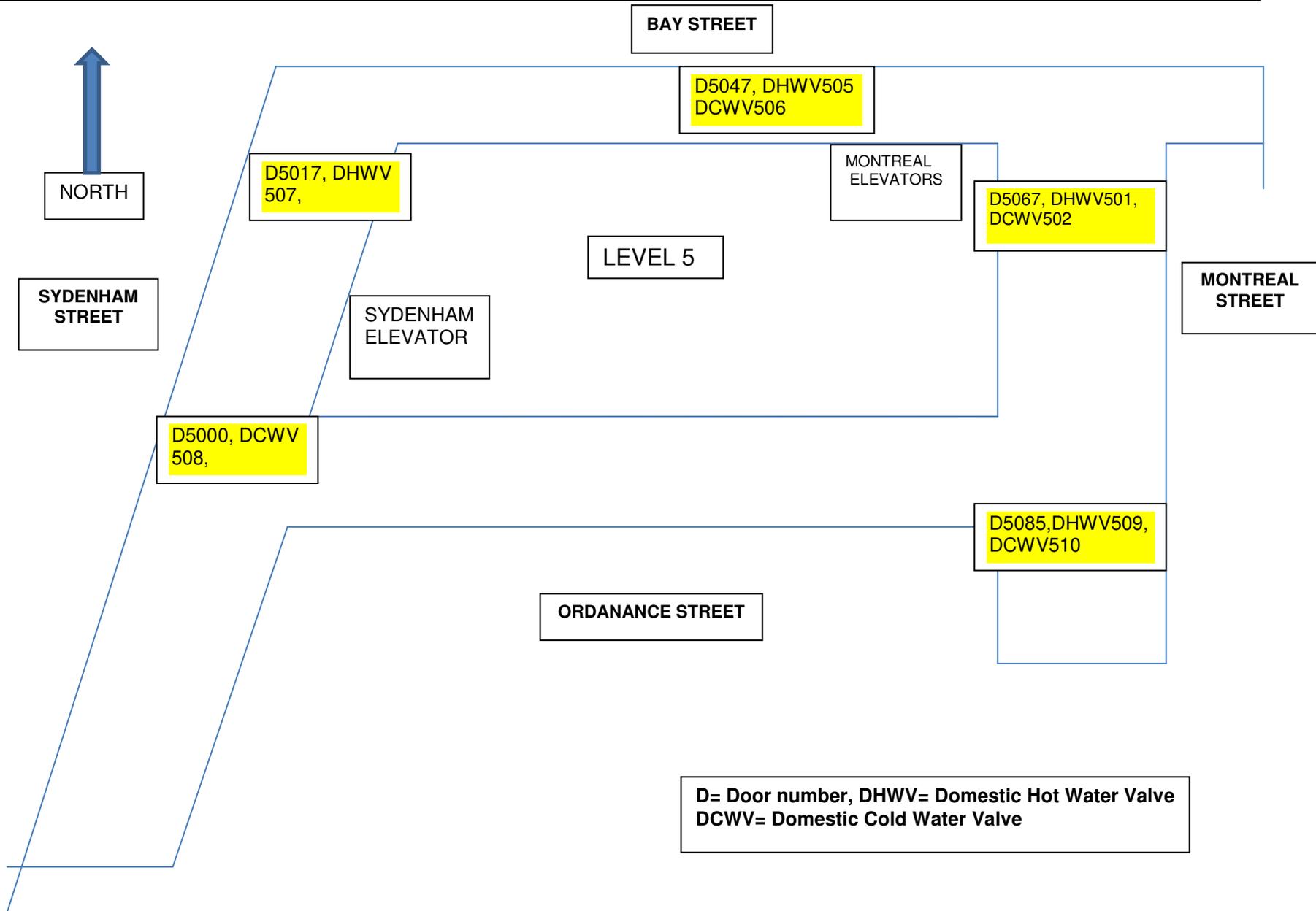
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13.0 Appendix D – Water Shut Off Valve Maps

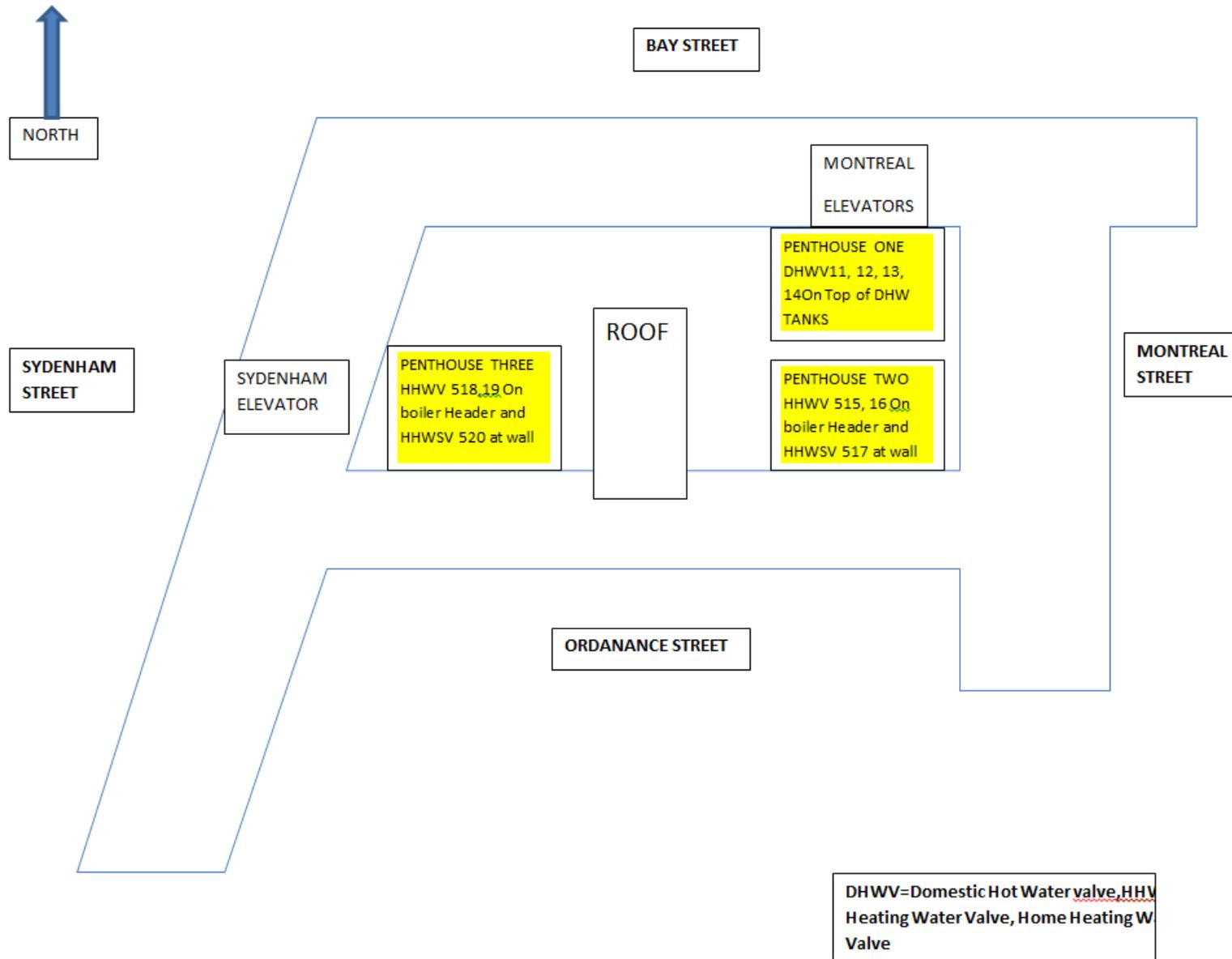
LEVEL 5 Cold and Hot shut off valves. Marked on T bar.4 locations. All to be turned off in the event of Potable water leak on all RHA



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Valve #501



This valve shuts off
DHW to Hallway to the
Link levels 5, 4, 3.
Rotate valve 90 degrees
to close water supply to
the floors.

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